

W-01815A-13-0210 ORIGINAL



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Tom Davis

2013 SEP -6 A 9:42

Priority: Respond Within Five DaysARIZONA CORPORATION COMMISSION
DOCKET CONTROLOpinion No. 2013 - 112628Date: 9/5/2013Complaint Description: 08E Rate Cases Items - In Favor
N/A Not ApplicableFirst:Last:Complaint By: Ruth A. RossAccount Name: Ruth A. RossStreet:Work: (000) 000-0000City: TopockCBR: Arizona Corporation CommissionState: AZ Zip: 86436is: DOCKETEDUtility Company: Golden Shores Water Company, Inc.

SEP - 6 2013

Division: WaterContact Name:

DOCKETED BY

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Nature of Complaint:

IN FAVOR

W-01815A-13-0210

WATER

Dear Commission:

I am appealing to you on behalf of our entire family: past, present and future. Our three contiguous lots, on one of which our home is built, have been in our family since the beginning of Golden Shores development. My grandparents, Chester and Faye Horsford, could easily have put in a well at the time they first made Golden Shores (Topock) their winter home. They believed strongly in the need for community and rigorously supported a community water company.

We as a family along with the majority of other home owners in our community recognize the value of our water quality. Over the years we have had the benefit of the exceptional water without the cost of water conditioning, softening, RO units, bottled drinking water or faucet filtration units. We have not had to annually replace faucets and fixtures due to corrosion as is necessary in surrounding water districts. Our clothes do not turn color in the wash. Our skin feels soft and clean when we shower.

It has come to our attention through the research of Sheri Syverson that we have been receiving all of this at a cost less than every other water company in the area with the exception of the Tribal water company. It would appear that we have not been properly supporting our water company and are a great risk of losing it. To believe for one minute that a new owner would or even could provide the same quality for less is a fantasy. So the only question in my mind is who do we in Golden Shores want to own our water company, for one do not want an outside corporation to take over our local company. The people who run our water company, who work on its lines, suffer the same inconveniences the rest of us do when there is a problem because they live here.

Now you may wonder just how this will affect me and my family. We are by far the largest users by volume. This rate increase is more than significant to me, as I am in my sixties without a second income. I would however, gladly pay the additional hundred plus dollars a month to our own water company rather than to a takeover company who has no local interest in us as a community.

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In conclusion: If you cannot award the full increase immediately, please consider a significant increase now and several incremental increases over the next three years or less to bring us up to a level that commensurate with other water companies of similar size and challenges.

Please feel free to call for any additional comments or clarification
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/5/13: Entered for the record and docketed

CLOSED

End of Comments

Date Completed: 9/5/2013

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